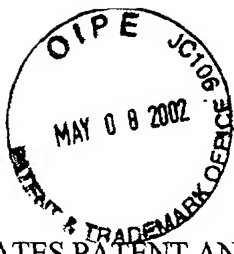


109.0017



PATENT

#3

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Popillo (et al.)

Serial No.: 10/036,801

Filed: December 21, 2001

For: SYSTEMS AND METHODS FOR
INCREASING BUSINESS
PRODUCTIVITY AND REVENUES
BY IDENTIFYING CRITICAL
INTERACTIONS RELATING TO
CUSTOMERS

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to Commissioner for Patents, Washington D.C. 20231, on the date set forth below:

Signed: Marianna Tortorelli

Name: Marianna Tortorelli

Date: April 30, 2002

Group: 2161

Examiner: Not Yet Assigned

COPY OF PAPERS
ORIGINALLY FILED

Chapel Hill, North Carolina
April 30, 2002

Commissioner For Patents
BOX MISSING PARTS
Washington, DC 20231

**RESPONSE TO NOTICE TO FILE MISSING PARTS
OF NONPROVISIONAL APPLICATION**

Sir:

In response to the Notice to File Missing Parts of Nonprovisional Application dated April 19, 2002, we enclose a copy of said Notice, and 42 sheets of substitute drawings for the above identified case.

Respectfully submitted,

Peter H. Priest

Reg. No. 30,210

Priest & Goldstein, PLLC

529 Dogwood Drive

Chapel Hill, NC 27516

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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/036,801	12/21/2001	Richard J. Popillo	109.0017

27997
PRIEST & GOLDSTEIN PLLC
529 DOGWOOD DRIVE
CHAPEL HILL, NC 27516

COPY OF PAPERS
ORIGINALLY FILED

CONFIRMATION NO. 4614

FORMALITIES LETTER



OC000000007912893

Date Mailed: 04/19/2002

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

margaret
Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE